

**PATENT****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 10/757,917

Filing Date: January 14, 2004

Applicants: Snow et al.

Group Art Unit: 2161

Examiner: Safet Metjahic

Title: METHOD AND ARRANGEMENT FOR AUTOMATED  
PROVISION OF SERVICE HINTS

Attorney Docket: 706807US1

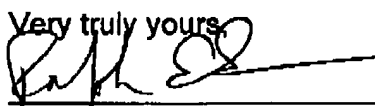
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CENTRAL FAX CENTER****AUG 03 2005****CERTIFICATE OF FACSIMILE TRANSMISSION (37 CFR 1.8)**Date of transmission: August 3, 2005 I hereby certify that this paper is being facsimile transmitted to the United States Patent and Trademark Office at fax number 571-273-8300 on the date indicated above.Susan J. Sidwell  
NAME OF PERSON MAILING PAPER  
SIGNATURECommissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450**STATUS INQUIRY**

Dear Sir:

Applicants submit this Status Inquiry as no Official Action has been received for this application filed on January 14, 2004. Applicants respectfully request the Examiner in charge of this application to contact the undersigned with the status.

Date: 8/03/05

Very truly yours,

  
Ralph E. Smith  
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